



Your Stock Units With Open Recall 19-346

You are receiving this email as your dealership has stock units with this recall still open. If the unit has been sold and you are unable to register it due to the open recall, please email a bill of sale copy to dealerservice@keystonerv.com so that we can contact the owner.

SAFETY ADVISORY 19-346
Safety Recall: US: 19V-108
CAN: 2019-087

Tabatha, , ballt@keystonerv.com

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2019 Redwood Fifth Wheels. As a result, Keystone RV is conducting a safety recall.

It has been decided that the vehicles in the recall population have a MORryde pin box that may have mounting bolts that were not properly torqued. Under certain conditions during travel, if the improperly torqued bolts come loose there is an increased risk of failure in the pin box, which could result property damage and/or vehicle crash. The vehicles included in the recall are:

2019 Redwood

Models: 3401RL, 3951MB, 3991RD, 3901MB, 3901WB, 3881MD, 3881ES, 388MD, 340RL, 399RD, 395MB, 3951WB, 3981FK, 390WB, 395WB

Serial Number Range: K9340102 - K9340229

Our records indicate unit(s) sold or in your present lot inventory fall within this range, which will require immediate preventative action. Important: If some of the units are still in your inventory, Federal Law requires you to complete the recall service on those units before retail delivery.

Please log-in to Key Express for your list of VINs in campaign # 19-346

Claims for the units which have been serviced must be submitted. Claims submitted will be used by Keystone to record recall service completions and provide dealer payments. Please [click here for a copy of the Safety Advisory 19-346](#) which details how to remedy the situation and the proper reimbursement procedures.

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Should you have any questions or concerns regarding this correspondence or the Safety Advisory, please feel free to contact us.

Sincerely,

KEYSTONE RV COMPANY

Rick Deisler
Vice President Service Operations

cc. National Highway Traffic Safety Administration (NHTSA)

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